

# HOUSING POLICY COUNCIL

## THE FINANCIAL SERVICES ROUNDTABLE

### Military Customer Service Document



Servicer	Call Center Information	Website Information
<b>Bank of America</b>	<p>Military Assistance Unit: 1-877-430-5434</p> <p>Auto loans: 800-552 5203</p> <p>Credit Card: 1-877-430-5434</p>	<p><a href="https://www.bankofamerica.com/military/index.cfm">https://www.bankofamerica.com/military/index.cfm</a></p>
<b>Capital One</b>	<p><u>Mortgage:</u></p> <ul style="list-style-type: none"> <li>• General inquiries: (800) 933-9100</li> <li>• For questions / inquiries related to loan modifications, short sales, or deed in lieu transactions or the GSE (Fannie Mae / Freddie Mac) equivalent: (877) 423-5117</li> </ul> <p><u>Credit Card (Consumer and Small Business):</u></p> <ul style="list-style-type: none"> <li>• General inquiries: (800) 955-7070</li> </ul> <p><u>Consumer Loans:</u></p> <ul style="list-style-type: none"> <li>• General inquiries: (800) 926-1000</li> </ul> <p><u>Auto Finance:</u></p> <p>General inquiries: (800) 946-0332</p>	<p><a href="http://www.capitalone.com">www.capitalone.com</a></p> <p>SCRA Information - <a href="http://www.capitalone.com/legal/scra.php">http://www.capitalone.com/legal/scra.php</a></p> <p>(mortgage specific)</p> <p><i>"Attention Homeowners: Need help making your mortgage payments? Find out about mortgage assistance options "</i></p> <p><i>(note: not specific to servicemembers, but does give options and information)</i></p>
<b>Chase</b>	<p><u>Chase Military Services: 877-469-0110</u></p> <ul style="list-style-type: none"> <li>• Available 24 hours a day, 7 days a week</li> <li>• <b>Option #1</b> – To enroll or learn more about SCRA benefits</li> <li>• <b>Option #2</b> – Mortgages</li> <li>• <b>Option #3</b> – Checking, Savings, &amp; Debit Cards</li> <li>• <b>Option #4</b> – Credit Cards</li> <li>• <b>Option #5</b> – Auto Loans</li> <li>• <b>Option #0</b> – Student Loans, Employment &amp; Education Opportunities</li> </ul>	<p><a href="http://www.chasemilitary.com">www.chasemilitary.com</a></p>

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		<a href="http://www.citimortgage.com">www.citimortgage.com</a> (links provided on homepage)
	<p><u>Mortgage/Citimortgage:</u> New Loans and Refinances: (800)-353-7989 Relocation Program: (800)-925-5319</p> <p>OneMain (formerly CitiFinancial)</p> <p><u>Citibank:</u> Banking 1-800-374-9700 Outside the US 1-210-677-0065 (call collect)</p> <p><u>Citi Credit Cards</u>  1-800-347-4934 Outside the US (call collect) 1-605-335-2222</p>	<p><u>CitiFinancial:</u></p> <ul style="list-style-type: none"> <li>• New Customers <ul style="list-style-type: none"> <li>o Website - <a href="http://www.citifinancialservicing.com">www.citifinancialservicing.com</a></li> <li>o Telephone Number - 1-800-995-CA\$H [1-800-995-2274]</li> </ul> </li> <li>• Current Customers: <ul style="list-style-type: none"> <li>o Website - <a href="http://www.citifinancialservicing.com">www.citifinancialservicing.com</a> [Requires online Registration to access Account]</li> <li>o Telephone Number - Customers should call their local Servicing Center [Toll free] OR Call 1-800-922-6235 [Customer CARE Department]</li> </ul> </li> <li>• Complaints (Regarding Loss Mitigation, Loan Modification or Foreclosure Activities): 1-800-986-5567.</li> </ul> <p><u>OneMain Financial:</u></p> <ul style="list-style-type: none"> <li>• New Customers <ul style="list-style-type: none"> <li>o Website - <a href="http://www.onemainfinancial.com">www.onemainfinancial.com</a></li> <li>o Telephone Number - 1-855-760-MAIN [1-855-760-6246]</li> </ul> </li> <li>• Current Customers: <ul style="list-style-type: none"> <li>o Website - <a href="http://www.onemainfinancial.com">www.onemainfinancial.com</a> [Requires online Registration to access Account]</li> <li>o Telephone Number - Customers should call their local Branch Office OR Call 1-855-ONE-MAIN [Customer CARE Department]</li> </ul> </li> <li>• Complaints (Regarding Loss Mitigation, Loan Modification or Foreclosure Activities): 1-888-860-2437.</li> </ul> <p><a href="http://www.citibank.com">www.citibank.com</a></p> <p><a href="http://www.creditcards.citi.com">www.creditcards.citi.com</a></p>
<b>Citi</b>		
<b>Fannie Mae</b>	<p><u>Military Assistance</u> 1-877-MIL-4566</p>	<p><a href="http://www.KnowYourOptions.com/Military">www.KnowYourOptions.com/Military</a></p>
<b>Freddie Mac</b>	<p>1-800-FREDDIE (OPTION 2)</p>	<p><a href="http://www.freddiemac.com/avoidforeclosure/military_assistance.html">http://www.freddiemac.com/avoidforeclosure/military_assistance.html</a></p>

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	<i>If you have contacted a servicer listed on this document and require assistance with escalation please contact HOPE NOW:</i>	
<b>HOPE NOW</b>	<a href="mailto:HELP@HOPENOW.com">HELP@HOPENOW.com</a>	
<b>Regions Bank</b>	<u>Regions Military Customer Service:</u> 1-855-REG-4MIL (734-4645)	<a href="http://www.regions.com/military">www.regions.com/military</a>
<b>SunTrust</b>	<p><u>SCRA inquiries &amp; requests on mortgages:</u> 1-800-634-7928</p> <p><u>SCRA inquiries &amp; requests for all of Consumer Loan &amp; Credit Card products:</u> 804-319-8432 804-787-9932 (fax)</p>	<p><u>SCRA contact information for SunTrust's student loan servicers:</u></p> <p>(1) American Education Services (AES)            - Servicer for SunTrust federal and private student loans            - 1-800-233-0557  <a href="http://www.aessuccess.org/manage/repaying_your_loan/servicemembers.shtml">http://www.aessuccess.org/manage/repaying_your_loan/servicemembers.shtml</a></p> <p>(2) Great Lakes Higher Education Corporation:            - Servicer for SunTrust federal student loans            - 1-800-236-4300  <a href="https://www.mygreatlakes.org/borrower/knowledgeCenter/guidance/articles/service_members.html">https://www.mygreatlakes.org/borrower/knowledgeCenter/guidance/articles/service_members.html</a></p> <p>(3) Affiliated Computer Services            - Servicer for SunTrust federal student loans            - 1-800-835-4611  <a href="https://www.acs-ducation.com/CS/Jsp/infocenter/serviceMembers.jsp?it=F&amp;NavBarId=sub420">https://www.acs-ducation.com/CS/Jsp/infocenter/serviceMembers.jsp?it=F&amp;NavBarId=sub420</a></p>
<b>U.S. Bank</b>	<p><u>Military Service Center:</u> 1-800-934-9555 513-277-5899 (overseas collect)</p> <p><u>Consumer Loans:</u> 1-800-USBANKS</p> <p><u>Home Mortgage:</u> 1-800-365-7772</p>	<a href="http://www.usbank.com/en/personal/PersonalCustomerService.cfm">http://www.usbank.com/en/personal/PersonalCustomerService.cfm</a>

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<b>Wells Fargo</b>	<u>Homebuying or Refinance:</u> 1-877-337-9405  <u>Account Management:</u> 1-866-204-8352  <u>Military Mortgage Servicing Group:</u> 1-866-936-7272	<a href="https://www.wellsfargo.com/military/">https://www.wellsfargo.com/military/</a>
<b>Quicken Loans</b>	<u>New Loans and Refinances:</u> 800-251-9080  <u>Loans in process or closed loans:</u> 800-863-4332	<a href="http://www.quickenloans.com/">http://www.quickenloans.com/</a>